

DETAILED CLAIM LISTING

The following is a detailed listing of all claims that are, or were, pending in the present application. Claims 12, 15, and 46-48 were previously cancelled. Please add new claims 49-59 as set forth in this detailed listing.

1. (Previously Presented) A system for managing a plurality of assets of a plurality of distributed enterprises and allowing a user to access asset information, the system comprising:
 - a central processor; and
 - a database for storing asset information for the plurality of assets of the plurality of enterprises, the database being in communication with the central processor, wherein each of the plurality of assets is a piece of equipment, and further wherein the asset information comprises information relating to ownership, maintenance and repair of the pieces of equipment;
 - wherein the central processor tracks information relevant to managing each of the plurality of assets,
 - wherein the physical condition of each of the plurality of assets is not determined based on the physical location of the asset.
2. (Original) The system of claim 1, wherein the central processor includes a website hosted by at least one computer in communication with a computer network through a communication link.
3. (Original) The system of claim 1, further comprising a client processor in communication with the central processor through the communication link.
4. (Original) The system of claim 1, wherein the database stores asset information in the form of pages which in turn contain links to other pages.
5. (Original) The system of claim 1, wherein the central processor automatically generates an E-mail message to a service provider in response to a service request by the user.

6. (Original) The system of claim 2, wherein the client processor inputs, queries, and downloads asset information from the central processor through a web browser.

7. (Original) The system of claim 6, wherein the central processor is programmed with code for utilizing a user profile, including securable attributes, to limit access to particular asset information.

8. (Original) The user of claim 7, wherein the user profile specifies sites at which the user may access asset information.

9. (Original) The system of claim 7, wherein the central processor is programmed with code for organizing asset information in accordance with the user's request.

10. (Original) The system of claim 1, wherein the central processor is programmed with code for generating a GIS map locating one of the plurality of enterprise assets.

11. (Original) The system of claim 1, wherein the central processor is programmed with code for determining an appropriate service provider for a particular asset and alerting the service provider of a service request.

12. (Cancelled).

13. (Original) The system of claim 12, wherein the central processor is programmed with code for establishing a communication link with the asset interface through the client processor.

14. (Original) The system of claim 13, wherein the asset interface communicates with the client processor through a wireless communication modality.

15. (Cancelled)
16. (Original) The system of claim 1, wherein the database includes at least one database server in communication with a computer network.
17. (Original) The system of claim 1, wherein the user is an agent of the enterprise.
18. (Original) The system of claim 1, wherein the user is a service provider.
19. (Original) The system of claim 1, wherein the user is an equipment manufacturer.
20. (Previously Presented) A system for managing enterprise assets of a highly distributed enterprise, the system comprising:
 - a website hosted by at least one computer in communication with a computer network; and
 - a client processor, including a web browser, in communication with the website through the computer network;wherein the at least one computer tracks asset information relevant to determining a total cost of ownership for each asset, wherein each asset is a piece of equipment, and further wherein the asset information comprises information relating to ownership, maintenance and repair of the pieces of equipment,
wherein the physical condition of each asset is not determined based on the physical location of the asset.
21. (Original) The system of claim 20, and further comprising at least one database server in communication with the website, the database server having asset information stored therein in the form of pages, with some pages including links to other pages of information.

22. (Original) The system of claim 21, and further comprising a client processor in communication with the central processor and an asset interface in communication with the client processor.

23. (Original) The system of claim 22, wherein the website is programmed with code for communicating with the asset interface through the client processor.

24. (Original) The system of claim 23, wherein the asset interface includes a means for taking operative control of a particular asset.

25. (Original) The system of claim 20, wherein the website is programmed with code for selectively filtering asset information based on user specified criteria.

26. (Original) The system of claim 20, wherein the website is programmed with code for calculating a total cost of ownership.

27. (Original) The system of claim 20, wherein the website is programmed with code for utilizing a user profile, including securable attributes, to limit access to particular applications and to particular asset information.

28. (Original) The system of claim 20 wherein the website includes pictorial displays of each individual asset.

29. (Original) The system of claim 20, wherein the client processor is a kiosk located at an enterprise site.

30. (Previously Presented) A method of managing enterprise assets of a highly distributed enterprise, the method comprising:

creating an asset identifier corresponding to each individual asset of the plurality of assets, wherein each of the plurality of assets is a piece of equipment;

specifying factors to be monitored for each asset identifier;
storing asset information pertaining to a factor for each asset identifier in a
database, wherein the asset information comprises information relating to
ownership, maintenance and repair of each piece of equipment, wherein
the physical condition of each of the plurality of assets is not determined
based on the physical location of the asset;
receiving user specified requests for asset information from a client processor at a
remote site; and
transmitting the requested asset information to the client processor.

31. (Original) The method of claim 30, and further comprising the additional step
of providing a web site in communication with a computer network for communicating with a
client processor.

32. (Original) The method of claim 31, and further comprising the additional step
of creating a GIS map based on the user specified request.

33. (Original) The method of claim 31, and further comprising the additional step
of filtering asset information based on the user specified request.

34. (Original) The method of claim 31, and further comprising the additional step
of calculating a total cost of ownership for an asset or a group of assets based on the user
specified request.

35. (Original) The method of claim 31, and further comprising the additional step
of inputting asset information from a client processor at a remote site.

36. (Original) The method of claim 31 wherein asset information is stored in the
form of pages containing links to other pages.

37. (Original) The method of claim 31, and further comprising the additional step of filtering asset information transmitted to a particular user based on predetermined levels of access.

38. (Presently Presented) A method of generating service requests in a highly distributed enterprise to a plurality of service providers from a plurality of distributed asset sites, the method comprising:

providing a website hosted by at least one server computer in communication with a computer network, the website including a database containing asset information and service provider information, wherein the physical condition of each of the plurality of assets is not determined based on the physical location of the asset;
receiving a service request at the website for an asset;
automatically selecting an appropriate service provider based on the asset to be serviced; and
generating an electronic message to the appropriate service provider requesting service.

39. (Original) The method of claim 38, and further comprising the additional steps of creating a log listing service requests, and generating additional electronic messages to the service provider if no response has been forthcoming.

40. (Original) The method of claim 38, wherein the electronic message is an E-mail.

41. (Original) The method of claim 40, and further comprising the additional step of attaching asset information onto the E-mail.

42. (Original) The method of claim 41, and further comprising the additional step of attaching a link to a web page onto the E-mail.

43. (Original) The method of claim 38, and further comprising the additional step of receiving a service report at the website from a service provider.

44. (Original) The method of claim 43, and further comprising the additional step of storing asset information in the service report under an appropriate factor.

45. (Original) The method of claim 38, wherein the service request is generated automatically by an asset interface through a client computer in communication with a computer network.

46-48. (Cancelled).

49. (New) A system for managing a plurality of assets of a plurality of distributed enterprises and allowing a user to access asset information, the system comprising:
a central processor accessible on a computer network;
a database for storing asset information for the plurality of assets of the plurality of enterprises, the database being in communication with the central processor, wherein each of the plurality of assets is a piece of equipment, and further wherein the asset information comprises information relating to ownership, maintenance and repair of the pieces of equipment;
a client processor in communication with the central processor through the computer network, wherein the client processor inputs, queries, and downloads asset information from the central processor; and
defined access levels programmed into the central processor, wherein access of the user to the asset information is determined based on the defined access levels and a user profile of the user,
wherein the central processor tracks information relevant to managing each of the plurality of assets.

50. (New) The system of claim 49, wherein the defined access levels are determined based on at least one of user attributes and user roles and rights.

51. (New) The system of claim 50, wherein the user attributes are chosen from at least one of the group consisting of company of the user, position of the user in the company, and type of user.

52. (New) The system of claim 49, wherein the access of the user to the asset information is chosen from at least one of the group consisting of access solely to asset information relating to assets at a particular site, access solely to asset information relating to assets of a particular type, access solely to asset information relating to assets for which the user has a service or maintenance contract, access solely to asset information relating to assets which are covered by a warranty, access solely to asset information relating to assets for which the user has a work order, access solely to asset information relating to asset costs, and access solely to asset information relating to asset usage.

53. (New) A system for managing a plurality of assets of a plurality of distributed enterprises and allowing a user to access asset information, the system comprising:

- a central processor accessible on a computer network;
 - a database for storing service provider information and asset information for the plurality of assets of the plurality of enterprises, the database being in communication with the central processor, wherein each of the plurality of assets is a piece of equipment, and further wherein the asset information comprises information relating to ownership, maintenance and repair of the pieces of equipment; and
 - a client processor in communication with the central processor through the computer network, wherein the client processor inputs, queries, and downloads asset information from the central processor,
- wherein the central processor is configured to automatically identify an appropriate service provider for a particular asset based on the particular asset and the service provider information, and
- wherein the central processor is configured to automatically alert the appropriate service provider of a service request.

54. (New) The system of claim 53, wherein the client processor is configured to automatically alert the appropriate service provider via an e-mail.

55. (New) The system of claim 53, wherein the client processor is configured to automatically alert the appropriate service provide via an automated phone call.

56. (New) The system of claim 53, wherein the client processor is configured to automatically alert the appropriate service provide via a text message.

57. (New) The system of claim 53, wherein the client processor is further configured to automatically transmit a second alert to the appropriate service provider after a predetermined period of time.

58. (New) The system of claim 53, wherein the client processor is further configured to automatically transmit a second alert to another service provider after a predetermined period of time.

59. (New) A system for managing a plurality of assets of a plurality of distributed enterprises and allowing a user to access asset information, the system comprising:

- a central processor accessible on a computer network;

- a database for storing service provider information and asset information for the plurality of assets of the plurality of enterprises, the database being in communication with the central processor, wherein each of the plurality of assets is a piece of equipment, and further wherein the asset information comprises information relating to ownership, maintenance and repair of the pieces of equipment;

- a client processor in communication with the central processor through the computer network, wherein the client processor inputs, queries, and downloads asset information from the central processor; and

defined access levels programmed into the central processor, wherein access of a service provider to the asset information is determined based on the defined access levels and a profile of the service provider, wherein the central processor is configured to automatically identify an appropriate service provider for a particular asset based on the particular asset and the service provider information, and wherein the central processor is configured to automatically alert the appropriate service provider of a service request.